

Provision of Accommodations to Volunteers with Disabilities

The following is a sample policy on providing accommodations to volunteers with disabilities. This policy is intended as a guide for programs. An accommodation statement is an effective way to convey your program's commitment to volunteers with disabilities and to demonstrate that volunteers with disabilities will receive equal opportunity; this policy will help you establish procedures for accommodations when they are requested.

Upon a volunteer's self-disclosure of a disability and a request for an accommodation, the program will engage in the following process:

1. The volunteer manager or other program staff will ask the volunteer to suggest several accommodations and to show how these accommodations allow the volunteer to complete his or her essential duties and participate in the program.
2. The volunteer manager or other program staff will explain possible accommodations the program could provide the volunteer. Accommodations the program could offer include, but are not limited to: modifying policy and procedures, removing structural barriers, providing assistive devices, restructuring service descriptions, modifying service schedules, and substituting alternative learning experiences in place of educational requirements for qualified volunteers.
3. The volunteer manager or other program staff and the volunteer will jointly determine the costs of each suggested accommodation and assess the impact of the accommodation on the service environment.
4. The volunteer manager or other program staff and the volunteer may invite outside experts to offer ideas and resources on potential accommodations.
5. With the input of the volunteer, the program will procure and accommodation option that allows the volunteer to effectively complete his or her duties and participate in the program without causing the program an undue financial burden or altering the fundamental nature of the service duties or the program. The program reserves the right to select an accommodation option that is equally as effective as the volunteer's recommendation but less costly.
6. The volunteer manager or other program staff and the volunteer will meet at least once after the accommodation(s) is in place to review its effectiveness and make any changes necessary to ensure that the volunteer can participate fully in program activities.
7. The program recognizes that the provision of accommodation(s) is an ongoing process that may require occasional reevaluations to ensure volunteers with disabilities are fully included in all aspects of service. The program will engage in reevaluations of accommodation(s) on a periodic basis, or when the volunteer requests a reevaluation.
8. If the volunteer is dissatisfied with the decision of the program, the volunteer may file a grievance using the established grievance procedure in the Program Policy Manual.
9. All information about a volunteer's accommodation(s) is confidential. Documents about accommodation(s) will be placed in a locked file separate from the volunteer's application, evaluations, etc. Information regarding accommodation(s) may not be released without the volunteer's informed consent.